### MAY 0 9 2006

HEWLETT-PACKARD COMPANY

PATENT APPLICATION

Intellectual Property Administration P.O. Box 272400 Fort Collins, Colorado 80527-2400

ATTORNEY DOCKET NO. 1000<u>8151-1</u>

inventor(s):

Bhatti et al.

Application No.: 09/873,741

Filing Date:

06/04/01

Examiner: Thanh T. Nguyen Group Art Unit: 2144

Telephone: (216) 348-5843

Confirmation No.: 4871

Title: Method and System For Providing Technical Support Documents Via the Internet

Mail Stop Amendment Commissioner For Patents PO Box 1450 Αle

| Ale   | xandria, VA 2  | 2313-1450  | EMITTAL I                  | 87768  | OR RESPONS                       | F/A MI           | FNDME               | INT     |                  |        |                       |         |
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| _   |  |  |                            | •  |                                  |                  | PITE                | #J.*L1  |                  |        |                       |         |
| Trai  |  | with is/are the following<br>e/Amendment<br>as calculated below<br>onal fee                    | in the abov                | re-idenuiid                                  | ad application.                  |                  | 8                   |         | n to externental | Decla  | ne to res<br>tration  | spond   |
|   | CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY           |  |                            |  |                                  |                  |                     |         |                  |        |                       |         |
|   | (1)<br>FOR   | (2)<br>CLAIMS REMAINING<br>AFTER AMENDMENT   | (3)<br>NUMBER<br>EXTRA     | (4)<br>HIGHEST NUMBER<br>PREVIOUSLY PAID FOR |                                  |                  | (5)<br>SENT<br>(TRA |         | (6)<br>RATE      |        | (7)<br>TIONAL<br>EE\$ |         |
|   | TOTAL<br>CLAIMS  | 15   | MINUS                      | 20   |                                  | =                | 0                   | х       | \$50             | \$     | 0                     |         |
|   | INDEP.<br>CLAIMS   | 6  | MINUS                      | 6  |                                  | =                | 0                   | ×       | \$200            | \$     | 0                     |         |
|   | FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM + \$360 |  |                            |  |                                  |                  |                     | \$360   | \$               | 0      |                       |         |
|   | EXTENSION<br>FEE   | 1st Month<br>\$120   |                            | 2nd Month 3rdMonth 4th \$450 \$1020          |                                  |                  |                     |         | onth<br>)        | \$     | 0                     |         |
|   | OTHER FEES \$  |  |                            |  |                                  |                  |                     |         |                  |        |                       |         |
|   |  |  | Т                          | OTAL AC                                      | DITIONAL FE                      | E FOR            | THIS A              | AMENC   | MENT             | \$     | 0                     |         |
| requ<br>Dep   | uired or credit<br>osit Account (                        | _ to Deposit Account<br>any over payment to<br>08-2025 under 37 CFR<br>nay regulate fees. A du | Deposit Ac<br>1.16 through | count 08-<br>ah 1.21 in                      | 2025 pursuant<br>clusive, and ar | to 37<br>by othe | CFR 1               | .25. Ac | ditionali        | iy cha | rge any               | rees (o |
| tran<br>facs  |  |  | ce                         |  | Respe<br>Bhatti<br>By            | -                | submit              | ted,    | K.               | Į.     |                       |         |
| Typed Name: Doreen Zabinski  Signature: Attorney/Agent for Applicant(s) |  |  |                            |  |                                  |                  |                     |         |                  |        |                       |         |
|   | Reg No.: 38,520<br>Date: 5/9/06                          |  |                            |  |                                  |                  |                     |         |                  |        |                       |         |

Rev 10/05 (fransAmdFax)

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Group Art Unit: 2144

Title: Method and System For Providing Technical Support Documents Via the Internet

Mail Stop Amendment **Commissioner For Patents** PO Box 1450 Alexandria, VA 22313-1450

|  | ·  | IRAN   | SMITTALL                   | ETTER  | OR RE               | SPONS             | E/AM                            | <u>ENDM</u> E      | ENT              |          |                           |           |         |  |
|--|--|--|----------------------------|--|---------------------|-------------------|---------------------------------|--------------------|------------------|----------|---------------------------|-----------|---------|--|
| Trai   |  | with is/are the following  | in the abov                | /e-identifi                                  | ed appli            | cation:           |                                 |                    | Patitic          | n to ext | end tir                   | ne to re: | spond   |  |
| Response/Amendment  New fee as calculated below  Petition to extend time to Supplemental Declaration  Supplemental Declaration |  |  |                            |  |                     |                   |                                 |                    |                  |          |                           | -μ        |         |  |
|  | No additional fee  |  |                            |  |                     |                   |                                 | Fee\$              |                  |          |                           |           |         |  |
| CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY   |  |  |                            |  |                     |                   |                                 |                    |                  |          |                           |           |         |  |
|  | (1)<br>FOR   | (2)<br>CLAIMS REMAINING<br>AFTER AMENDMENT   | (3)<br>NUMBER<br>EXTRA     | (4)<br>HIGHEST NUMBER<br>PREVIOUSLY PAID FOR |                     |                   | PRE                             | (5)<br>SENT<br>TRA | (6)<br>RATE      |          | (7)<br>ADDITIONAL<br>FEES |           |         |  |
|  | TOTAL<br>CLAIMS  | 15   | MINUS                      | 20   |                     |                   | =                               | 0                  | x                | \$50     | \$                        | 0         |         |  |
|  | INDEP.<br>CLAIMS   | 6  | MINUS                      | 6 = 0 X                                      |                     |                   |                                 | \$200              | \$               | 0        |                           |           |         |  |
|  | FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM + \$360 |  |                            |  |                     |                   |                                 |                    | \$               | 0        |                           |           |         |  |
|  | EXTENSION<br>FEE   | 1st Month<br>\$120   | 2nd I                      | Month 3rdMont<br>0 \$1020                    |                     |                   | h                               |                    | 4th Mc<br>\$1590 |          | \$                        | 0         |         |  |
|  | OTHER FEES \$  |  |                            |  |                     |                   |                                 |                    |                  |          |                           |           |         |  |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT  |  |  |                            |  |                     |                   | \$                              | 0                  |                  |          |                           |           |         |  |
| requ   | ired or credit<br>asit Account (                         | to Deposit Account<br>any over payment to<br>08-2025 under 37 CFR<br>nay regulate fees. A du | Deposit Ac<br>1.16 through | count 08-<br>gh 1.21 in                      | 2025 pi<br>clusive, | ursuant<br>and an | to 37<br>y othe:                | CFR 1              | .25. A           | ditional | ly otha                   | rge any   | rees to |  |
| I hereby certify that this paper is being Respectfully submitted,  |  |  |                            |  |                     |                   |                                 |                    |                  |          |                           |           |         |  |
| transmitted to the Patent and Trademark Office facsimile number (571) 273-8300.  Date of facsimile: 5/9/06  Bhatti et al.  By  |  |  |                            |  |                     |                   |                                 |                    |                  |          |                           |           |         |  |
| Typed Name: Ogreen Zabinski Potes Kroguline  |  |  |                            |  |                     |                   |                                 |                    |                  |          |                           |           |         |  |
| Sign   | Signature: Anun policiski                                |  |                            |  |                     |                   | Attorney/Agent for Applicant(s) |                    |                  |          |                           |           |         |  |
| Reg No.: 3   |  |  |                            |  |                     |                   |                                 | 8,520              |                  |          |                           |           |         |  |
|  |  |  | •                          |  |                     | 0                 | ate :                           | 5                  | /9/06            |          |                           |           |         |  |
|  |  |  |                            |  |                     | Т                 | elepho                          | one: (2            | 216) 34          | 18-5843  |                           |           |         |  |

Rev 10/05 (TransAmdFax)

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# MAY 0 9 2006

**PATENT** 

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

| In re application of:   | ) Examiner: I hanh T. Nguyen                |
|---|---|
| Kristen L. Bhatti et al.  | )   |
| Serial No.: 09/873,741  | ) Art Unit: 2144<br>)                       |
| Filed: 06/04/2001   | )   |
| For: Method and System For Providing<br>Technical Support Documents Via<br>The Internet | )<br>)<br>)                                 |
| Date of Last Office Action:<br>February 9, 2006   | ) Attorney Docket No.:<br>) 10008151-1<br>) |

May 9, 2006

05/08/2006 13:00 FAX 216 348 5474

#### **RESPONSE and AMENDMENT**

Mail Stop Amendment Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office Action of February 9, 2006, Applicant respectfully requests amendment of the application as follows:

| CERTIFICATE OF FACSIMILE  |
|---|
| Date of Deposit: May 9, 2006  |
| I hereby certify that these papers are being transmitted to The Patent and Trademark Office facsimile number (571) 273-8300 on May 9, 2006. |
|   |